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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/602,444	06/24/2003	Michael D. Oldham	100200681-1	9424

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HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, CO 80527-2400

EXAMINER

KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
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2614

SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
3 MONTHS	01/24/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary	Application No.	Applicant(s)	
	10/602,444	OLDHAM ET AL.	
	Examiner	Art Unit	
	Thjuan P. Knowlin	2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 24 June 2003.
 2a) This action is FINAL. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-20 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 1-20 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on 24 June 2003 is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

1. Claims 1-20 are rejected under 35 U.S.C. 102(e) as being anticipated by Schoeneberger (US Patent Application, Pub. No.: US 2004/0032863 A1).
2. In regards to claims 1 and 15, Schoeneberger discloses a method and apparatus of routing voice communications (See Abstract), comprising: establishing a first path between a remote originating node (See Fig. 3 and customer phone 102) and a gateway (See Fig. 3 and gateway 108) using a first channel of a circuit-switched network (See Fig. 3 and PSTN 104), wherein the gateway is communicatively coupled to the circuit-switched network and a packet-switched network (See Fig. 3 and WAN 124); and establishing a second path between an answering node (See Fig. 3 and remote agent phone 172) and the gateway using a second channel of the circuit-switched network if the answering node is remote relative to the gateway, wherein the first and second paths collectively form a bi-directional communication path (See pg. 1, paragraph [0009]; pg. 3, paragraph [0028]; and pg. 4, paragraph [0035]).

3. In regards to claims 2 and 9, Schoeneberger discloses the method and apparatus, further comprising: establishing the second path between the answering node (See Fig. 3 and in-house agent 150) and the gateway using the packet-switched network, if the answering node is local relative to the packet-switched network (See pg. 4, paragraph [0035] – [0036]).

4. In regards to claim 3, Schoeneberger discloses the method, further comprising: communicating voice data between the first and second nodes through the gateway (See pg. 3, paragraph [0029]).

5. In regards to claims 4 and 8, Schoeneberger discloses the method and apparatus, wherein the gateway performs the following steps: converting first circuit-switched voice data received from the circuit-switched network into packet-switched voice data; converting packet-switched voice data into second circuit-switched voice data for any packet designating a remote destination node; and routing the second circuit-switched data to the remote destination node across the circuit-switched network (See pg. 4, paragraph [0035]).

6. In regards to claim 5, Schoeneberger discloses the method, wherein at least one of the originating and answering nodes is circuit-switched subscriber equipment (See Fig. 3, customer phone 102, and remote agent phone 172) comprising a selected one of a telephone, modem, and facsimile apparatus (See Fig. 3).

7. In regards to claim 6, Schoeneberger discloses a method of routing voice communications between first and second nodes of a communication system, comprising: converting first circuit-switched voice data received from a remote first node

on a first channel of a circuit-switched network to packet-switched voice data; and routing the packet-switched voice data to the second node, only if the second node is local to the packet-switched network (See pg. 4, paragraph [0035] – [0036]).

8. In regards to claim 7, Schoeneberger discloses the method, further comprising: converting the packet-switched voice data to second circuit-switched voice data; and routing the second circuit-switched voice data to the second node, if the second node is remote from the packet-switched network (See pg. 4, paragraph [0035]).

9. In regards to claim 9, Schoeneberger discloses the apparatus, wherein the packet-switched voice data is routed to a local second node using a packet-switched network for any packet designating the local second node (See pg. pg. 4, paragraph [0035] – [0036]).

10. In regards to claims 10 and 16, Schoeneberger discloses the apparatus, wherein at least one of the first (See Fig. 3 and customer phone 102) and second (See Fig. 3 and remote agent phone 172) nodes is communicatively coupled to the gateway (See Fig. 3 and gateway 108) through both the circuit-switched network (See Fig. 3 and PSTN 104) and the packet-switched network (See Fig. 3 and WAN 124) (See Fig. 3).

11. In regards to claims 11 and 17, Schoeneberger discloses the apparatus, wherein the first channel carries analog data on an analog subscriber line (See pg. 3, paragraph [0032]).

12. In regards to claims 12 and 18, Schoeneberger discloses the apparatus, wherein the first channel carries digital data on a digital subscriber line (See pg. 3, paragraph [0027], lines 1-5),

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13. In regards to claims 13 and 19, Schoeneberger discloses the apparatus, wherein the digital subscriber line is time division multiplexed (See pg. 3, paragraph [0028]).

14. In regards to claims 14 and 20, Schoeneberger discloses the apparatus, wherein the first channel defines a connection between the gateway (See Fig. 3 and gateway 108) and subscriber equipment (See Fig. 3 and customer phone 102) of the first node, wherein the subscriber equipment is a selected one of a modem, telephone, and facsimile apparatus (See Fig. 3).

Conclusion

15. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Hollatz et al (US 6,061,347) teach an ACD with packet data based agent interconnect. Bateman et al (US Patent Application, Pub. No.: US 2004/0059841 A1) teach a method and system for coordinating data and voice communications via customer contact channel changing system. Deryugin et al (US 6,985,943) teach a method and apparatus for extended management of state and interaction of a remote knowledge worker from a contact center. Schoeneberger et al (US Patent Application, Pub. No.: US 2004/0141508 A1) teach a contact center architecture.

16. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P. Knowlin whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

17. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.
18. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.



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